



HEALTH AND SAFETY NEWSLETTER

October 2019

Dear Parents and Carers,

Please take the time to read this important information on the steps we take to ensure the safety and safeguarding of your child.



Prams shelter

We are privileged to have such a spacious pram parking area where you can leave prams during your stay. However, the pram room gets busy during the day, so we kindly ask parents to fold their pram and rest them vertically. **All prams must be folded.** We ask where possible that you do not take prams into the nursery-with the exception of sleeping babies or multiple non walkers, to ease congestion. Please do not park or bring bikes and scooters due to a lack of space. Please park your buggies in the designated aisles so as not to block the use of our two 6 - seater buggies which we use daily for outings and trips and for use in emergency drills. Please do not leave any loose items of food that can fall out making the shelter messy. **Thank you for your cooperation and please call for assistance or to report any faults with the pram shelter.**



Signing in and out of the Visitor book or your child's classroom Register

There is a signing in Visitors Book in the reception area for visitors coming to the nursery or for parents / carers who are dropping in to attend a meeting or an event. We also ask that any parent(s) who drop off their child (ren) in the morning **sign in** the children's registers by reception desk. Also, please ensure you **sign out** clearly on leaving at collection time with your name (*not just writing 'mum' or 'dad'*). Thank you



Door Entry Systems

You will be let into the nursery by the nursery Manager only. You may be asked to **wait** whilst your identification is **checked** and you may also be asked to wait in the reception area until sessions are due to start. Please ensure you can identify yourself clearly by looking into the camera and clearly stating your name.

1. To exit the reception area you need to twist the door lock on the double doors in front of the central office and push the safety bar on the door to exit the pram area.
2. Please remember **not** to let any other parent, visitor or child other than the ones you are responsible for, through the doors at any time. Please report any issues to the reception manager Nerline.
3. If a new person is picking up your child for the first time (and we are not too familiar with them) in the interests of safety we may ask you to create a **password**; they will need this and a form of photographic ID to enter the nursery.
4. There may be a delay if we are unsure about the person behind you. We thank you in advance for your patience.
5. Be reminded that you are responsible for other children who come with you on the premises.

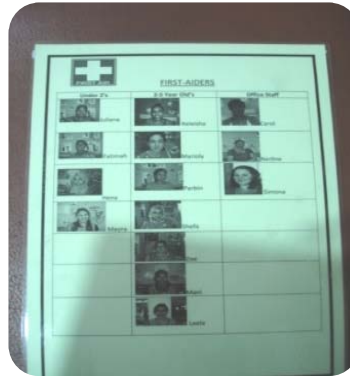
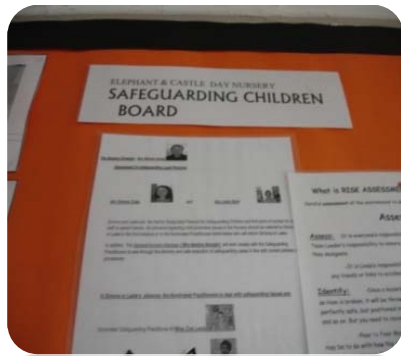
2 Visitors - Policy

To ensure the safety of all children and visitors in the hallway area, which can become very crowded at peak times, we kindly ask that no more than **TWO** people accompany a child at any time. Extra visitors are kindly advised to wait outside/ or in the pram area.

Thank you for your cooperation

Fire Procedures

- ❖ On hearing the fire bells please can any visitor / parent /carer make your way, quickly and calmly, to the nearest fire exit-which are sign posted throughout the nursery. All parents /carers and visitors of the nursery must assemble at the main assembly point located on Spare Street. Fire Evacuation Plans are displayed in every classroom, hallway and communal area of the nursery. Children in the Nursery will be led by designated members of staff to the Assembly Point.
- ❖ Please do not call your child-they **must** stay with their class group.
- ❖ **We use our 6 seater buggies in the pram room during Fire Drills, for Health and Safety please do not park in front of them to block our access.**



Key Nursery Practitioners

- Nerline Sinclair is the designated Manager to deal with any health and safety issues, please come and see her at the main reception if your child is unwell or you have any enquiries about your child's health, an accident or medication.
- All of our practitioners are First Aiders (Paediatric) trained, training is renewed periodically (every 3 years).
- Simona Craig, Mirona Al-Faiadh, Louise Bromham, Carol Ugoni and Nerline Sinclair are the designated safeguarding managers who receive regular relevant training to deal with any child protection issues. In addition all our practitioners have regular safeguarding and inclusion training every 3 years. Please come and see one of our designated practitioners if you are concerned about the welfare of a child or are experiencing issues that may impact on your child's welfare:
Issues including: housing, financial or employment, parenting issues, we can help you access unique services that can help you and your family.
- Louise and Mirona are the designated managers to see if you have concerns about your child's learning and development. Please come and speak to them in confidence if you are concerned with any of the following issues and would like more advice: speech and language, challenging behaviour, emotional or social problems, sensory issues, hearing impairment, cognitive, feeding issues, toileting, sleeping or a disability.
- Mrs. Mioara Istrate is the Nursery Director, please contact her directly by email if you have any queries regarding nursery fees or payments, the nursery email is elephantnursery@gmail.com. Please visit our Fees and Payments Policy for all details.



Gate Safety

Please can you ensure that gates are always shut as you enter or leave a classroom- gates are shut using a sliding **bolt** that must be securely closed into place.

Gate Safety: Baby Room

In the baby room we ask that parents close the main door in addition to the gate as they leave the room.

We also ask that parents/carers refrain from entering the classroom with outdoor shoes; you may wish to remove your shoes or slip on a shoe cover provided nearby.

-BABY ROOM SAFETY NEWSLETTER-
The baby room also has a separate Health and Safety newsletter only addressing issues that affect under two's. Please take a look on our website- newsletter section.

Safety of Children Outdoors

Long distance trips: When children are going on planned trips over a mile away from the nursery, parents/ carers will be notified by a letter.

Local trips: We remind parents and carers, that we endeavour to take children outdoors regularly, (weather permitting) as part of the curriculum, this only applies to children whose parents have consented to this on their registration forms when they first registered their child for a place with the nursery. In such cases letters will not be issued to parents, as often the trips are within a mile. Please ask your child's key person for more details about planned trips.

Safety: Each child is given a High Visibility Vest with the Nursery name, logo and telephone number. It is our policy to exceed the Ofsted ratio of staff to children, whenever we take the children outdoors. Risk assessments are completed in advance as standard. We also have two 6 Seater –Baby- Carriers to take more babies or toddlers out. *Please visit our Safeguarding or Health and safety Policy for more information.*

Playgrounds:

Our children will have the opportunity to play in the nursery playgrounds at least twice a day in the winter time provided they have adequate clothing to keep them safe and warm.

Taking part in outdoor play or any other EYFS activities

We would like to remind parents/carers that our nursery is an **Early Years Foundation Stage** (EYFS) registered setting and we have a duty to ensure children participate in outdoor activities as part of EYFS activities. If your child is unwell and attending the nursery, you need to provide a written note to the nursery manager Nerline or send an email, giving your instructions so we can apply/ comply if there is good reason to do so. This will save your time to go around telling lots of practitioners your verbal instructions, that may turn out to be confusing or your verbal message may be misunderstood. Please provide a sick note for each incident that may prevent a child to take part in an outdoor activity.

Also please ensure your child has correct winter clothing to be outdoors: jacket, cardigan, wellies, umbrella, etc. All items must be clearly labelled to prevent them being taken by another child home or getting lost.

Head Lice

Despite common belief, the main source or reservoir for head lice infection is not the school/nursery but carriers in the general community, often adults, who have become desensitized to lice. They may have few symptoms and be unaware of their infection.



- ❖ It's very difficult to prevent head lice.
- ❖ You may want to consider regular [detection combing](#) (see photo) – for example, on a weekly basis – if you're concerned about your children or yourself. The Health protection Unit recommends primary school - aged children and under, should probably have their heads checked for head lice **at least weekly**, especially if their friends are known to be infected.

Signs of head lice:

- Itchy head
- Rash on the scalp
- Black specks that look like dust on their pillow (head lice droppings)

Lotions should only be used if a live louse has been found in your or your child's hair.

Staying off work or nursery is unnecessary, as it's unlikely to help prevent the spread of head lice and so long as treatment is applied. *Please visit our [Head Lice policy for more details \(available together with other policies on our website\)](#).*

Email Correspondence

Our main way of communicating with you will continue to be email correspondence.

- **Please do not reply to group emails.** Instead please send us a separate email if you want to talk to us so your information is not shared with others in that original email group where the email was sent from.
- Please check your emails regularly.

Please telephone the Manager Nerline on 0207 277 4488 if you would like to change or update your details.

Children are required to attend nursery regularly and on time or their learning and education will become disrupted.

If your child is absent please report their absence immediately:

By calling the nursery manager Nerline on 0207 277 4488 (no later than 10 am on the day your child is absent from nursery) and by providing a valid reason for their absence. This is part of our safeguarding strategy therefore you will be contacted by Nerline where absences are not reported on time in this way or there is no reasonable reason provided to keep them off nursery.

We may get worried if a child does not attend regularly or if we do not see or hear from a parent whose child is absent for 2-3 days or more, Nerline will contact you in such cases to get an update.

Parent Information Sources

The nursery has prepared parent information booklets called "What to Expect" to inform parents and carers about what we expect from our babies and toddlers in terms of their learning, feeding and general care from when they join us up to when they move up in to Pre-school at age three. Please download a copy from our website or ask for a copy. We are working on a parent information booklet for pre- school and will inform parents once this is complete.

Health and Safety Parent Guides

We know our parents regularly request more information on issues such as: breastfeeding, cot safety, potty training, so we have downloaded some official guides for you on our website (*policies and forms tab*). Please be aware the NHS Choices website has fantastic videos and guides for parents on a host of issues as well, please click on the link below and search for a topic such as potty training. <https://www.nhs.uk/pages/home.aspx>

Your child's daily routines

If you would like a schedule of your child's daily routines, please visit our website or pick up a copy from the nursery, copies are available by the entrance to baby room classroom and on the wall by the Suggestions/Payments box outside reception.

INSET DAY CLOSURES 2020

Friday 21 February 2020

Friday 29 May 2020

Friday 28 August 2020

Friday 30 October 2020

The nursery will be closed on 4 INSET days when all practitioners will undergo In-House training for the full days. (Normal Fees Apply). Parents will be notified of the training provided well in advance to be fully aware of our team commitment to provide the best care for the children's development.



The nursery is closed for Christmas Monday 23 – Friday 27 December 2019, and one day on Wednesday the 1st January 2020.

We wish you all a lovely winter break.

Changes to collection

We know our mums and dads are busy and there may be times you will need someone else to collect your child, whether that is short or long term. If you do so, please help us to manage this process safely by following the procedure below:

1. Ensure the any person collecting your child is 21 years or over and is a mature and responsible adult.
2. It is good practice in all cases for you to bring this adult along with you to meet the designated manager Nerline so that she can meet and get to know them especially if they will make regular collections. Nerline will also help parents to ensure their child's registration details are updated with the name of authorised persons accordingly.
3. Please call Nerline on 0207 277 4488 on the morning of the change of collection **before 10 am**, we kindly ask you to not send emails regarding who will come to collect your child unless she has expressly advised you to do so.
4. To ensure last minute changes to collections are managed safely Nerline may advise the new person coming to collect your child to state the security Password on entry and bring documents to verify their identity.
5. If we have any doubt about changes to your child's collection, or about the person making the call to us, the manager Nerline may call you back to confirm some details that only you would know in order for her to verify the validity of the call. Unknown visitors will not be allowed entry onto the premises.

For more information on our procedures surrounding child collection, please visit the Door Security and Changes to Child Collection Policy.

The role of the Health and Safety Manager at Reception

Nerline is the designated manager to oversee the general Health and Safety and Hygiene policies. All matters related to H&S, and medications you want your child to receive at nursery, must only be directed to Nerline or in the Main Office. Classroom practitioners are not allowed to receive this from you, it must come via management. This is to ensure a safer channel of communication and to ensure the right medical forms are to be filled and to enable us to carefully assess your requests according to the safety regulations and Ofsted guidelines. Nerline will oversee the following forms and procedures:

Accident at Home Form: To be filled out by parents or carers in the morning when they arrive at nursery to notify us of any injury sustained by their child at home or whilst off the nursery premises.

Accident Form: To be filled out by senior practitioners and the parents/ carers at collection time. It is used to record details of the nature of the accident and treatment given by practitioners following an accident of a child. If your child has a bump to the head an additional Head Injury Monitoring Form will be issued by the practitioner to alert you to the additional care taken and additional symptoms associated with this such as drowsiness, vomiting, etc.

Incident Form: To be completed by a senior practitioner and the parents/carers where a practitioner has concerns about the welfare of a child. It is also used to notify parents/carers of an incident where a practitioner has had to physically intervene to restrain a child in an emergency situation. *Please see our Physical Intervention Policy for more information.*

Medicine Administration Form: Our Manager Nerline is the person designated to assess if a child is indeed unwell and if the case falls within our medication policy. If so, she will give parents a *short term medication form* to fill out and she will pass on the instructions to the child's key – person and room leader.

Special rules for:

- **Liquid medications**

Please be aware that practitioners can only administer medications such as Paracetamol based 'Calpol' to children when a child really needs it and it would be detrimental to their health if they do not have it at nursery and the medication has been prescribed by a GP/Dentist or other healthcare professional. Please note that despite some parents/carer's requests *Calpol or paracetamol substances will not be given as a preventive measure*. For safety please inform Nerline in the morning on your arrival if your child has had Calpol already that day, and at what time.

- **Managing a child's temperature**

Parents will be called to collect a child if their temperature is over 38.5 Celsius. If parents do not attend the nursery within an hour from our message, we have the duty to call emergency 111 who may advise the nursery to call an ambulance.

- **Antibiotics**

If your child is prescribed antibiotics she/he must be kept at home for the first 3 days (72 hours) to allow the treatment to take effect and to monitor the child in case they have an allergic reaction to the medicine. Parents/Carers must contact the manager Nerline who together will assess the child's health, and permission will be given for the child to return to nursery if the child is feeling better, Nerline needs to grant permission for practitioners to administer antibiotics after this time.

- **MMR Vaccinations**

Children must remain at home after receiving injections for 24 hours in case of an allergic reaction to the immunisation or high temperature. If a child receives an MMR vaccination they must remain at home for 24-48 hours. *For more information please visit our Medication and Illness Policy, and Infection Control Policy.*

Updating Contact Information

Please keep the nursery Manager Nerline informed of any changes to your contact details; *address, telephone number, email address*, as well as who is authorised to collect your child.

Food and snacks consumed on the premises

Please ensure that any snacks or food brought at arrival or collection time is not consumed on the nursery premises. This is due to health and safety reasons (e.g. nut allergy) and it can also make an unwanted mess.

Daily Feedback- Safety notice

For the safety of your child, please supervise your child at all times and particularly during verbal feedback from practitioners, and also as you enter or leave the pram room. At peak times the nursery hallway and pram room can become busy and crowded, children are at increased risk of falling, climbing and exiting the building. Feedback from practitioners will therefore be kept short at peak times (2-3 minutes) to allow for a brief handover, and to maintain the highest child supervision. Parents/carers will be able to book a more lengthy appointment if required with a practitioner. Please book your appointment at the main office.

- For more information visit our Bringing and Collecting Children Policy,
- For more information about parent/teacher meetings visit our Policy on Partnership with parents/carers and Settling in and transition Policy.



Our curriculum planning is designed to allow children opportunities to participate in activities throughout all classrooms of the nursery. This is an EYFS requirement for enriching learning and a means of promoting the EYFS " Curosity Approach and British Values" government policies.

To enable this to happen safely and prevent children from chocking and other children pulling on them we kindly remind parents/carers to respect the '**no bead rule**' and '**Jewellery policy**'.

Also, please take a moment to look at our new colourful *Planning board* by the Reception office. It is meant to show you what topics, books, activities and learning we

Complaints and staff abuse policy

At the beginning of this year we would like to reassure you that we value your partnership and we will continue to do so by improving its quality and efficiency, based on mutual trust and respect. We strongly believe that no member of our nursery team should be required or feel obliged to deal with any parent/ carer either face to face, over the phone or in correspondence, who is exhibiting threatening, abusive or violent behaviour. In any such case, the parent/carer should be referred to the General Manager-Simona or Nerline or the Director to voice their concern who will in turn investigate the concern and provide their response to it within five working days.

Discrimination or abuse toward the nursery employees is strictly prohibited and any act or fact of this nature will be dealt with by the company specific policy and procedures. If unacceptable behaviour persists, the contract of service will be terminated with immediate effect by the company director.

We encourage our customers to continue providing their feedback, suggestions or to complain or raise concerns related to our services by following the company policy about complaints. Complaint forms are available by the children's hallway register. If unsure, please ask us.

Please make your points calmly and in a controlled manner so that the accurate facts of your complaint or concern be understood and recorded appropriately while maintaining our employees' moral at the levels required throughout their working day with young children. Please refer to our complaints policy.

Thank you for your continued partnership and co-operation

In the event of adverse weather or any emergency situation, we may have to cancel any planned trips or walks or there may be situations we may have to close. Please check the following for information:

Our website: www.elephantandcastledaynursery.co.uk BBC weather: <http://www.bbc.co.uk/weather>

We will do our best to inform people via telephone and text as early as possible so please make sure if you have recently changed your mobile number (and address) that you let us know.

If you would like to make any comments or suggestions, we look forward to hearing from you in person, by phone or email. Feel free to drop off a suggestion inside the suggestions box situated by the main office.

We hope this newsletter explains some of our procedures clearly but if you do have any questions regarding health and safety, please do ask.

We are here to help

Nursery Management